

# FRESNO, CALIFORNIA

## CLASS SPECIFICATION

### DIVISION MANAGER

**FLSA STATUS:**

Exempt

**CLASS SUMMARY:**

The Division Manager is the second level in a four level Management series. Incumbents are responsible for a specific operational division within a department. Responsibilities include planning and assessment related to operational goals and targets, drafting policies and procedures, providing oversight in the implementation plans, serving as a liaison, and ensuring collaboration and coordination across internal divisions and departments. Incumbents typically have Citywide or regional responsibilities within a programmatic area and have responsibility for supervising other supervisors and line employees. Incumbents may act in the absence of an Assistant Department Director or Department Director as assigned.

The Division Manager is distinguished from the Section Manager by its responsibility for managing the operations of a division within a department. The Division Manager is distinguished from the Assistant Department Director, which is responsible for serving as an administrative manager for a major department.

**TYPICAL CLASS ESSENTIAL DUTIES:** (These duties are a representative sample; position assignments may vary.)

**FRE-  
QUENCY**

- |    |  |                 |
|----|--|-----------------|
| 1. | Supervises staff to include prioritizing and assigning work; coaching, conducting performance evaluations; ensuring staff are trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary recommendations.  | Daily<br>10%    |
| 2. | Supervises the daily operations in assigned administrative support area, which includes: planning, coordinating, administering, evaluating projects, processes, procedures, systems, and standards; developing and coordinating work plans, participating in the development of goals and objectives; and, ensuring compliance with applicable Federal, State, and Local laws, regulations, codes, and/or standards. | Daily<br>25%    |
| 3. | Communicates and collaborates with internal departments, external consultants, vendors, external agencies, regulatory officials, the general public, elected officials and executive management and/or other interested parties to coordinate work activities, exchange information, and resolve problems.   | Daily<br>10-20% |
| 4. | Responds to questions and more complex complaints from the public and/or other agencies regarding issues, problems, and concerns; evaluates situations and recommends solutions; coordinates work with other sections, divisions, and/or departments and outside agencies as needed.   | Daily<br>5%     |

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<b>TYPICAL CLASS ESSENTIAL DUTIES:</b> (These duties are a representative sample; position assignments may vary.)		<b><u>FRE- QUENCY</u></b>
5.	Manages, oversees, and participates in the compilation and maintenance of operational records; initiates, develops, recommends, and oversees the implementation of operational changes to ensure compliance with established policies, procedures, standards, and/or regulations to ensure effective and efficient operations; recommends and initiates improved work methods and procedures.	Weekly 10%
6.	Represents the City and/or division at a variety of meetings, advisory groups, committees, agencies, councils, and/or other related groups.	Weekly 20%
7.	Prepares, reviews, interprets, and analyzes a variety of information, data, and reports; makes recommendations based on findings; communicates pertinent information to internal and external parties.	Weekly 10-20%
8.	Responsible for preparing, forecasting, and administering assigned budget, which may include capital improvement budgets; prepares cost estimates for budget recommendations; submits justifications for budget items; monitors and controls expenditures.	Monthly 15-25%
9..	Performs other duties of a similar nature or level.	As Required

**Training and Experience** (positions in this class typically require):

- Bachelor's Degree in a related to technical discipline and four years of directly related experience including two years of supervisory experience;
- OR
- Based upon assignment, seven years of directly related experience including two years supervisory experience is required;
- OR
- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

**Licensing Requirements** (positions in this class typically require):

Some positions, based on assignment, may require:

- Basic Class C license;
- One or more licenses or professional certifications related to the specific technical discipline as required, preferred, or desirable;
- Professional certification within a specific time frame as mandated by a national, state or locally-recognized agency.

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#### **Knowledge** (position requirements at entry, may include):

Knowledge of:

- Management practices in public administration
- Public relations principles
- Budget administration principles and practices
- Financial management principles
- Negotiation and mediation techniques
- Public administration concepts and theories
- Applicable Federal, State and Local laws, codes, ordinances, policies, procedures, rules and regulations
- Heating, ventilation, air conditioning and refrigeration systems and equipment;
- Strategic planning principles
- Contract management principles and practices
- Program/project management planning principles and techniques
- Budget preparation and control techniques, principles and practices
- Training methods, principles and procedures
- Customer service policies, principles and practices

#### **Skills** (position requirements at entry, may include):

Skill in:

- Coaching, monitoring and evaluating the work of subordinate staff
- Prioritizing and assigning work
- Using computers and applicable software applications
- Managing division operations
- Managing multiple priorities simultaneously
- Developing and revising operating schedules and procedures to meet changing conditions and to ensure safe, effective, efficient, and legal operation of facilities
- Interpreting, applying, and explaining applicable laws, codes, ordinances, policies, procedures, rules and regulations
- Analyzing problems, identifying alternative solutions, projecting consequences of proposed actions, and implementing recommendations in support of goals
- Analyzing a variety of statistical data and/or information and making recommendations based on findings
- Conducting negotiations and preparing contracts
- Ability to prepare and make effective oral presentations
- Managing consultant contracts
- Prepare and proofread clear, concise, and comprehensive reports, records, and other written documents
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, business/organizations, elected and appointed officials, etc. sufficient to exchange or convey information and give and/or receive work direction

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#### **Physical Requirements:**

Positions in this class typically require: Feeling, finger dexterity, grasping, hearing, repetitive motions, seeing, talking, bending, kneeling, lifting, reaching, standing, stooping and walking.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

#### **NOTE:**

The above job specification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

#### **Classification History:**

Draft prepared by Fox Lawson & Associates (LM)

Date: 12/2007

Reviewed by the City of Fresno

Date: 5/2008